

## Cadence/Prelude: Patient Secure Palm Scanning

Patient Secure palm scanning is used to identify patients using the unique vein pattern in the patient's palm. Palm Scanning helps ensure we are always in the correct patient record which increases accuracy and patient safety. You will encounter palm scanning during the check in workflow. You can also use palm scanning during patient lookup.



### Palm Scanning During Check-In

When you check in a patient if the patient is already enrolled in palm scanning you will request the patient to scan his/her palm for identification purposes. **The patient will need to hover their palm over the device as below:**



Example 1: Correct palm placement for authentication

If the patient is not enrolled, you will begin the enrollment process. **The patient will need to place their hand on the device as below:**

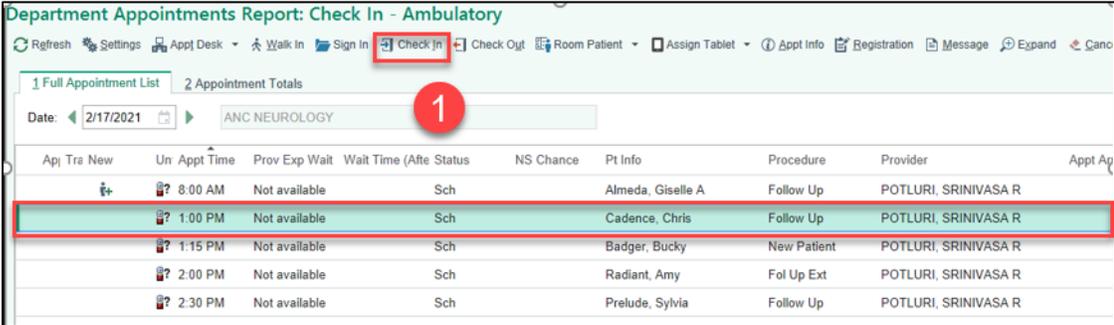


Example 2: Correct palm placement for enrollment

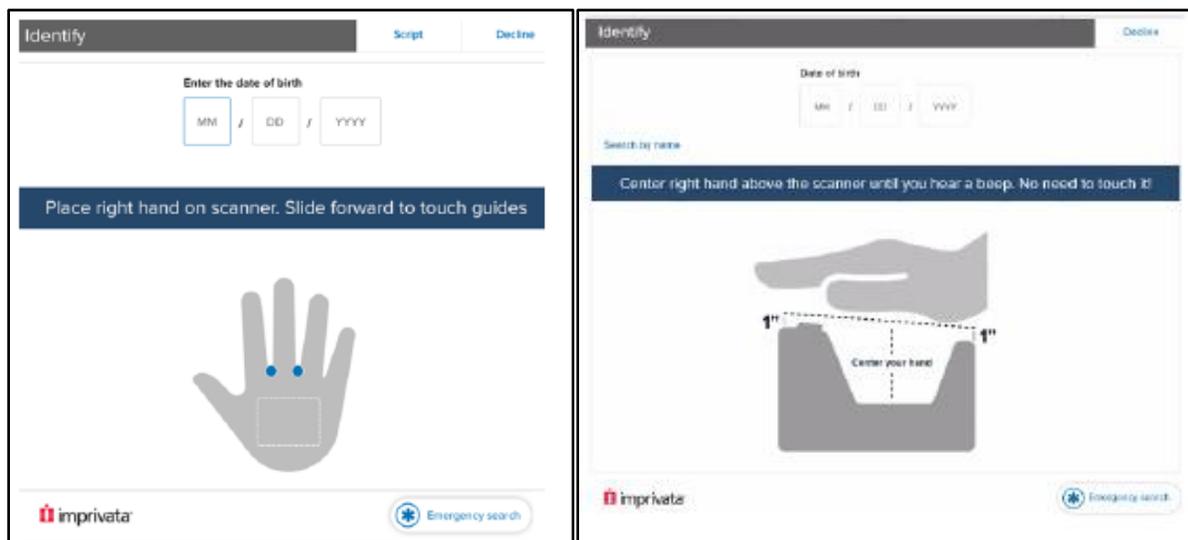
More detail about appropriate palm placement is further below in this document.

**Palm scanning an enrolled patient:**

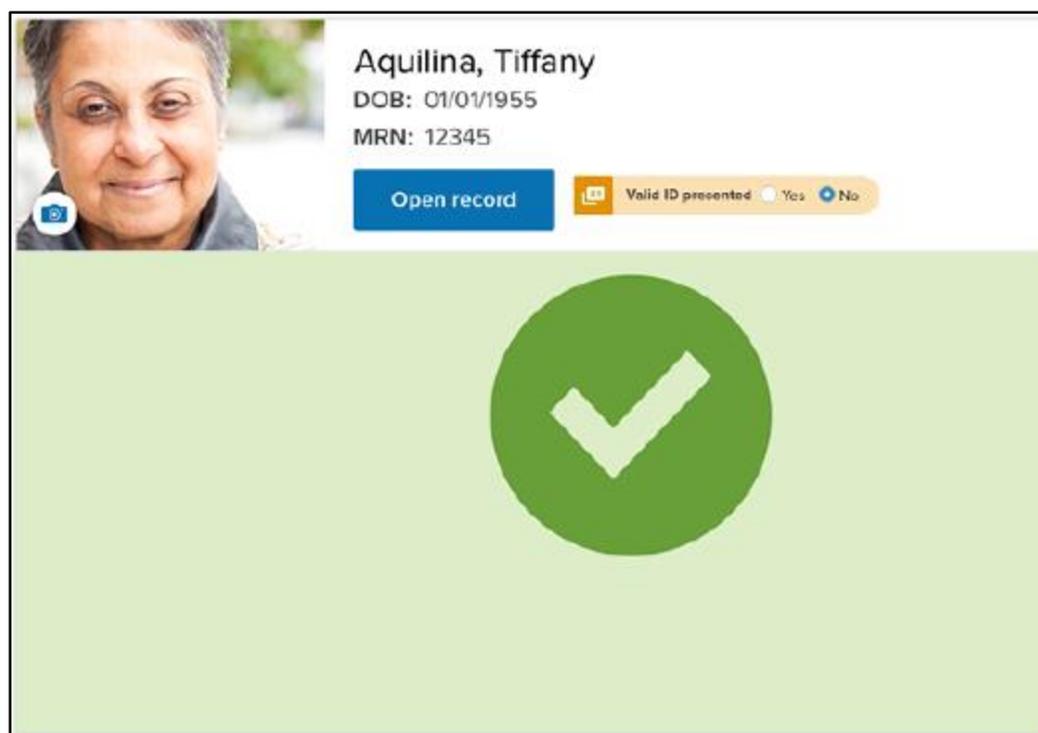
- 1. Select the patient on the DAR and click **Check In**.



- 2. Follow the screen instructions to position the patient’s palm and to scan it (depending on the scanner you have; the screen instructions and animations may be slightly different).



3. After scanning, you will see a green check mark indicating the patient's palm matches the record.
4. Click **Open record** to proceed.



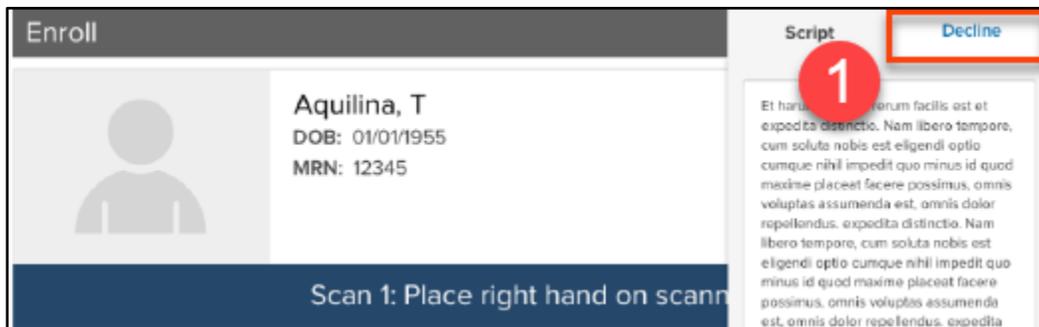
**Enrolling a patient in palm scanning:**

1. After selecting the patient on the DAR and clicking **Check In**, click the **Enroll** button.

- Follow the instructions on the screen to verify the patient's demographic data and click **Continue**.
- Follow the instructions on the screen to position the patient's palm and to scan and then rescan.
- Click **Verify patient** to proceed.

### If the patient opts out of palm scanning enrollment:

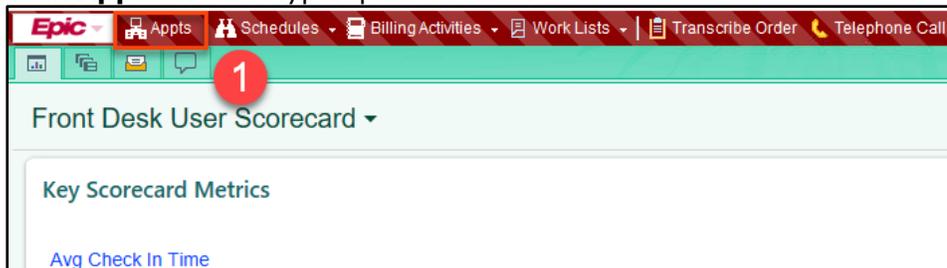
- Select the **Decline** button.  
*Note: You can use the script tab for assistance in discussing palm scanning with patients.*



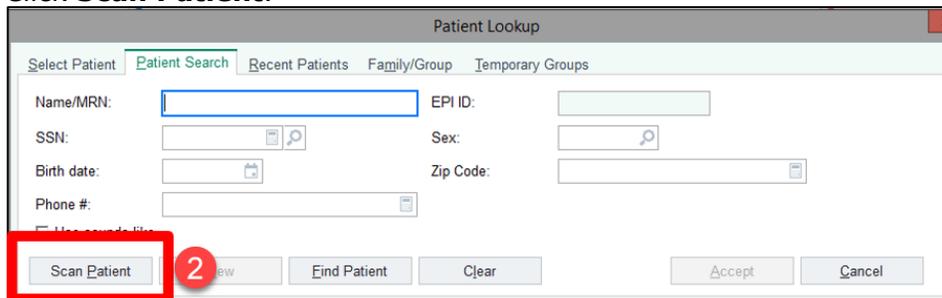
- Select a reason for skipping palm scanning authentication from the dropdown menu.

### Use Palm Scanning to Look Up Patients:

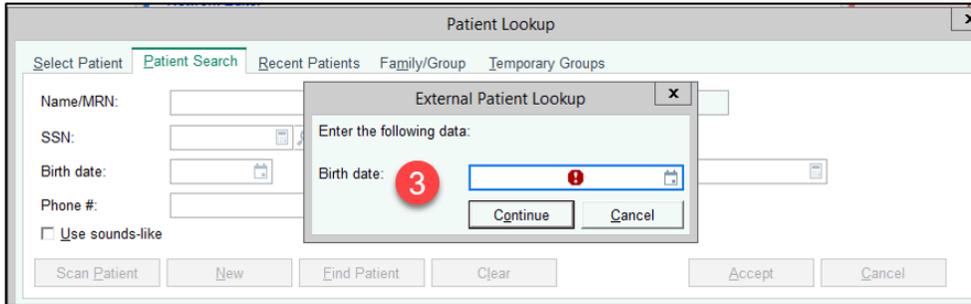
- Click **Appts** on the Hyperspace toolbar.



- Click **Scan Patient**.



- Enter the patient's birth date and click **Continue**.



4. Follow the instructions on the screen to position patient's palm by hovering above the scanner to scan it (please see example 1 above).
5. Once the patient is identified, click **Open Record**.

Note: If the patient is not found, you will be prompted to enroll the patient.

### Correct Palm placement:

Please see the example below of the correct palm placement. For enrollment purposes, palm placement must be touching the scanner. For authentication purposes, palm may hover over the scanner.



Example 3: Correct Palm placement for enrollment

**Incorrect Palm placement:**

Please see the examples below of incorrect palm placement.



Example 4: Incorrect Palm placement



Example 5: Incorrect palm placement

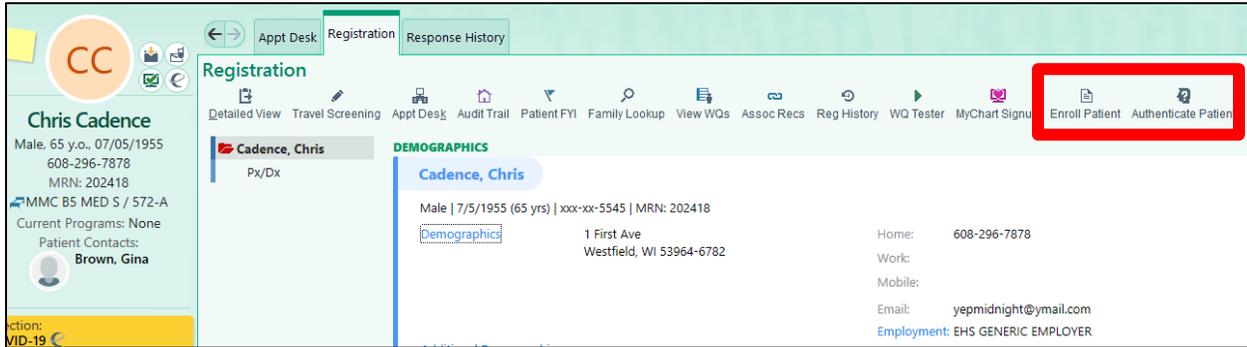


Example 6: Incorrect palm placement

**You Can Also**



Once you are in a patient’s registration, you can enroll and authenticate patients for palm scanning using buttons on the activity toolbar.



You can also access palm scanning from other workflows that are used more in a hospital facility setting such as the Today’s Patients Report (TPR) and ED Track Board.

Version #	Purpose of Change	Author	Date of Change
1.0	Initial Creation	Maggie Mckenna	3/17/21
1.1	Update	S. Jimenez	7/26/23